

Your Guide to the

# Washington Medicaid Integration Partnership (WMIP)

You have a  
choice about  
the way you  
can receive your  
health care!



*Washington State*  
Department of Social  
& Health Services

DSHS 22-1070 (10/04)

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If it is hard for you to read or understand this guide, please call us at 1 (800) 562-3022 to ask for help. You can ask for this guide in:

- 1) Larger print**
- 2) An alternative format**

The TTY/TDD line is 1 (800) 848-5429 only for people who have trouble with hearing or speech (your phone must be equipped to use this line).

You can ask for this guide in other languages.



**1-800-562-3022**

본 책자를 한국어로 얻으시려면 1-800-562-3022 로 연락하십시오.

ដើម្បីទទួលបានសៀវភៅនេះជាភាសាខ្មែរ រៀបចំឡើងវិញ ហៅ 1-800-562-3022.

Muốn có tập sách này bằng Tiếng Việt, xin gọi số 1-800-562-3022.

Para obtener una copia de este folleto en español llame al 1-800-562-3022.

ដើម្បីទទួលបានសៀវភៅនេះជាភាសាខ្មែរ រៀបចំឡើងវិញ ហៅ 1-800-562-3022 ។

Звоните по телефону 1-800-562-3022 для получения этого буклета на русском.

如需中文版的手冊，請電：1-800-562-3022。

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### To ask questions:

- Call us at **1-800-562-3022, Monday through Friday, 7 am to 6 pm.**
- The **TTY/TDD line is 1-800-848-5489** only for people who have trouble with hearing or speech (your phone must be equipped to use this line.)

**Calls to these numbers are free, we'll be glad to help you!**



## Do you have to be in WMIP?

**No, you do not have to be in WMIP.** Even if you decide to enroll in managed care and then decide you do not like it, you can change your mind and disenroll. Call DSHS at 1-800-562-3022 or mail in the form on page 19.

### If you want to disenroll:

- 1) Call right away or you may have to stay in WMIP for another month.
- 2) If you cannot wait another month, call DSHS and tell them why. DSHS will review your reasons and tell you if you have to wait or not.

## How will you choose?

You need to think about what you want and choose what is right for you. There is a worksheet on page 17 that can help you make a good choice. When you know what is best for you, you will know what to do. Some things you should think about are:

- 1) If you do not have a doctor or other health care provider, you may want to be in managed care. Molina Healthcare of Washington, Inc. (Molina) will make sure you have a health care provider.
- 2) If you use many doctors, therapists, counselors and caregivers, you may want to be in managed care. Molina will assign someone to be your care coordinator. That person will help coordinate your care with all of your doctors. See page 7 for more about a Care Coordinator.
- 3) If you have more health problems like diabetes, asthma, or heart problems, you may want to be in managed care. Molina can help you manage these problems. Molina can also help you get drug or alcohol treatment and some mental health treatment. Molina can help you get your medicine.



## What if there are doctors, nurses, counselors or case managers you want to keep and you chose to enroll in managed care?

**If you have doctors or other health care providers you already see and you want to keep them when you enroll in WMIP, you can call any one below:**

- 1) Molina at 1-800-869-7165 Monday through Friday 7:30 - 5:30 and ask if your doctors are part of WMIP.
- 2) DSHS at 1-800-562-3022 Monday through Friday, 7 am to 6 pm and ask if your doctors are part of WMIP.
- 3) The office staff who works with your doctors, nurses or counselors and ask if your doctors are part of WMIP.
- 4) Your doctors, nurses or counselors.
- 5) If you have a doctor or health care provider you want to keep, and that person will not be with Molina, call DSHS and tell them you do not want to be in managed care.





## **How do you get health care from Molina?**

When you are in WMIP, you will get a Molina member handbook that will tell you how to get your health care. Molina will send you an ID card and a member handbook. You need to show Molina's ID card and your Medical ID card (the one you get each month from Medical Assistance) each time you get health care. For more on Molina, see page 6.

## **What is a Primary Care Provider (PCP)?**

You will go to one doctor, nurse or physician's assistant who works with Molina for most or all of your care. This person is called your PCP. Your PCP can be a doctor, nurse practitioner, or physician assistant. If you need care from a specialist or other health care provider, your PCP will help you get it. If you need to find a PCP, go to the form on page 21, or call Molina and they will help you pick a PCP near where you live.

## **What if you need to see a specialist?**

You need a referral from your PCP to see a specialist or other health care provider. A referral means you need to get permission from your PCP and Molina before you see a specialist. You need to ask your PCP for a referral. If you need a referral and you get the care without one, you can be billed for the care. That means neither DSHS nor Molina will pay for it.

## **Can you go to any doctor or hospital that you want if you join WMIP?**

When you get your health care through WMIP, you need to go to doctors and other health care providers who work with Molina. The hospitals you use will depend on which hospitals your doctors use. Call Molina if you want to know more.

## **What if you need dental care?**

If you need dental care, you will continue to get it the same way you do now.



### Do you have to pay for your health care?

Usually not... DSHS covers more services than most private insurance. DSHS does not cover all health care, however. If you get a service that is not covered, you might have to pay. See pages 8, 9, and 10 for more about what is covered. If you ask for a service that is not covered, you need to agree to pay for the service before you get it. Your PCP can help you with this choice. There are no co-pays in WMIP.

### What if you are not happy with Molina?

Call Molina to let them know why you are not happy. They will help you make a complaint (or grievance).

If Molina does not fix the problem, you can ask for a fair hearing from Medical Assistance. There will be more about this in the Molina member handbook.

You can disenroll from Molina and get your health care the way you do now (which is called Fee-for-Service).





At Molina Healthcare of Washington Inc. (Molina), we care about keeping you well! Here are some of the extra services and programs Molina offers WMIP members:

## Services

- A Primary Care Provider (PCP) to coordinate your health care
- A care coordinator who can help you with your care issues
- A health assessment. If you complete your assessment you can receive a \$5 gift card
- A care plan you and your family help create
- Access to a 24 hour nurse line
- If you have asthma, diabetes or heart disease, you will be in Molina's disease management programs. These programs can help you manage your disease.

## Health Education Programs

- Facts about healthy lifestyles
- Stop smoking program
- Healthy eating details on our website
- Reminders for preventive health care visits
- Programs for pregnant members
- Your preventive health care (like your annual exam) is covered

The disease management and health education programs are not classes. Molina sends you items to help you manage your health and/or your disease. We also send you newsletters with preventive care guidelines and facts about good health.

## Call Member Services at 1-800-869-7165 if you have questions about:

- What doctors or providers contract with Molina
- Your health benefits (what is paid for)
- The above programs
- Interpreters
- Molina

Call us at 1-800-869-7165, Monday through Friday, 7:30 a.m. to 5:30 p.m. The TTY/TDD number (for people who have trouble with hearing or speech) is 1-877-665-4629. You can also contact us at [www.molinahealthcare.com/washington](http://www.molinahealthcare.com/washington).







# What is a care coordinator?

A Molina Care Coordinator will help you get the health care you need. If you enroll in WMIP, you will have a Care Coordinator. Your Care Coordinator's job is to work with all your health care needs and be on your team. Your Care Coordinator will call you after you are enrolled in WMIP to help coordinate your care.

### Your Care Coordinator will:

- 1) Talk with your case managers, doctors, and your pharmacists;
- 2) Ask questions to find out what kind of health care you need;
- 3) Use tools to help decide if you are high risk and need more help right away;
- 4) Write a care plan (or treatment plan) with you. To write the care plan the coordinator will need to know:
  - If you need more visits to the doctor;
  - If you have problems getting medical care, mental health treatment, long-term care services, or alcohol and drug treatment;
  - What kind of medicine are you taking,
  - If you have any cultural needs,
  - If you need someone who speaks your language.
- 5) Work with your family to help you make good health care choices.
- 6) Tell you about good health care and conduct;
- 7) Help you find the services you need, even if the service is covered by another part of DSHS.





You have choice about the way you can receive your health care

## What benefits and services will you get?

You will get the following benefits and services if you enroll in WMIP. Call Molina's Member Services if you want to know more.

- 24-hour toll-free nurse advice line
- Ambulance
- Blood and blood products
- Care Coordination
- Care Plan (or treatment plan)
- Chemical Dependency Outpatient Treatment
- Dialysis
- Disease Management
- Eye exams
- Family planning
- Health education for diabetes and heart disease
- Home health and hospice care
- Hospital care (including Emergency room, inpatient, and outpatient services)
- Immunizations (shots)
- Lab and X-ray services
- Maternity care and women's health care
- Medical supplies & equipment
- Office visits
- Mental Health treatment
  - Psychological testing, evaluation and diagnosis - once every 12 months
  - Medication management through your PCP - no visit limit
  - 12 hours per calendar year for treatment. *If you need more than 12 hours of treatment, Molina will refer you to the Community Mental Health Clinic for more treatment.*
- Oxygen/Respiratory therapy
- Pharmacy/Medicine *You can ask for a list of medicine from Molina.*
- Physical, occupational, & speech therapy
- Smoking cessation
- Specialty care
- Surgery in a hospital or in an ambulatory surgery center
- Tissue and organ transplants
- Urgent care





## Information about Washington Medicaid Integration Partnership (WMIP)

### Some benefits are covered by Molina and by other state agencies

You can get these benefits and services from Molina or you can go to a local health department or family planning clinic to receive the services.

- |   |  |
|---|--|
| • Family Planning services and birth control                | • TB screening and follow-up care            |
| • HIV and AIDS testing                                      | • Women, Infants, and Children (WIC) program |
| • Immunizations   |  |
| • Sexually-transmitted disease treatment and follow-up care |  |
- Note: the WIC program is only available from the local health department*

### Some benefits are **ONLY** covered by your DSHS Medical ID card and not by Molina

These benefits and services are covered by DSHS. Molina will not pay for these services. You use your DSHS Medical ID card to get these services and find a health care provider who will take your Medical ID card for payment. Some of these services are available to you through your local community mental health center, health department or family planning clinic.

- |  |  |
|--|--|
| • Dental care with limited orthodontics  | • Mental health services through the Regional Support Network (RSN)  |
| • Eyeglasses and fitting services  | <i>Mental health services will be added to WMIP with Molina in the future. Until then, if you need or are already getting these services, you will continue to get them through the RSN.</i> |
| • Genetic counseling (prenatal only)   | • Neurodevelopmental services at DSHS approved centers   |
| • Hearing aids   | • Residential Chemical Dependency Treatment  |
| • Interpreter services for medical visits  | • Transportation to and from medical appointments other than Ambulance   |
| • Involuntary Crisis services  | • Voluntary pregnancy terminations   |
| • First Steps Services such as Maternity Support Services and Infant Case Management   |  |
| • Long-term Care Services <i>Long-term care services will be added to WMIP with Molina in the future. Until then, if you need or are already getting these services, you will continue to get them as you do now, from DSHS.</i> |  |



## You have choice about the way you can receive your health care

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### Some benefits are **NOT** covered by DSHS or Molina

Benefits and services listed below are NOT covered by Molina or by DSHS. If you get any of these services you may have to pay for them yourself. Call Molina's Member Services or the Medical Assistance helpline for more information.

- |   |   |
|---|---|
| • Court-ordered services  | • Orthoptic (eye training) care for eye conditions              |
| • Diagnosis and treatment of infertility, impotence, and sexual dysfunction | • Personal comfort items  |
| • Experimental and Investigational Treatment or Services                    | • Physical exams needed for employment, insurance, or licensing |
| • Immunizations for international travel                                    | • Plastic surgery for cosmetic reasons                          |
| • Medical exams for Social Security Disability benefits                     | • Reversal of voluntary surgical sterilizations                 |
| • Medical services while in jail  |   |



If you have a question about a benefit or service not listed here, call 1-800-562-3022.



## Information about Washington Medicaid Integration Partnership (WMIP)

### Your DSHS Medical ID Card

Everybody on Medical Assistance gets a green and white DSHS Medical ID card (or coupon). A card is sent to you each month. Your Medical ID card tells doctors and other health care providers what health care benefits you can get. Please check every month to make sure it is correct. For example, make sure your name and address are correct and the health plan you get care from is right. It should say MINT (for Molina Integration) in the HMO column. You will need to show your Medical ID card every time you get health care or services and when you get your medicine.

This is what we call your Patient Identification Code or PIC. It is the main way we identify people on Medicaid. It is made up from the first and middle initial, birth date and first 5 letters of the last name of you and/or your family members and "tie breaker" (TB).

Your card is good for these dates. If you don't get your card in the first week of the month call us at 800-562-3022 right away.

Please read the back of this card.

**P.O. BOX 45531  
OLYMPIA, WA 98504-5531**

**Primary Language**

**MEDICAL IDENTIFICATION CARD**

This Card Valid From: 08-01-03  
To: 08-31-03

Patient Identification Code (PIC)				Medical Coverage Information						
Initials	Birthdate	Last Name	TB	Insurance	HMO	Detox	Restriction	Hospice	DD Client	Other
JQ RC	010171 121299	PUBLI PUBLI	A A		MINT					

John Q. Public  
123 Main St  
Anytown, WA 98999

CNP  
076 007308084  
1-800-555-1234 PLAN NAME  
L0000999 \* 112234B

SHOW TO MEDICAL PROVIDER AT TIME OF EACH SERVICE  
DSHS 13-030 ages (04/95)

SIGNATURE (Not Valid Unless Signed)

If you move, you may have to change how you get your health care. Call the Helpline at 1-800-562-3022 and they will help you.

Your health plan's initials and phone number are in these two places.




You have choice about the way you can receive your health care

## Your Health Plan ID Card

If you are enrolled in WMIP, you will also get an ID card from Molina. You will need both your DSHS Medical ID card and your Molina ID card for health care appointments, medicine and drug and alcohol treatment. If you need care before you get your card from Molina, call 1-800-869-7165.

## Molina Healthcare ID Card Sample

 (2)	<b>Molina Healthcare of Washington, Inc.</b> PO Box 1469 Bothell, WA 98041 Member Services: 1(800)869-7165 (1)
Patient Name: ID#: Birth Date: Program: (4)	(3) PIC#:
PCP Name: PCP Location: PCP Phone: (5) PCP Eff:	

## Key to Molina Healthcare ID Card

- 1) Molina Healthcare address and Member services phone number
- 2) Patient Information
- 3) PIC (Patient Identification Code)
- 4) This section will say Washington Medicaid Integration Partnership (WMIP).
- 5) This area tells you your PCP's name, clinic, phone number, and the date you got that PCP.

### Note:

Listed on the reverse side is the Pharmacy BIN number and the 24-Hour Nurse Advice Line phone number for you to get advice on health care from registered nurses - 1 (800) 564-8329.





# What if you need drug or alcohol treatment?

Talk with your PCP or care coordinator if you think you might need drug or alcohol treatment. Your PCP or your care coordinator will ask you questions to help figure out if you need treatment. You need to answer their questions as best as you can so they will know how to help you.

You can schedule outpatient chemical dependency treatment services if you need them, which includes individual and group therapy treatment sessions.

If you need more help like alcohol or drug detoxification, your PCP and care coordinator will make sure you get it.

Sometimes you might need to go to residential treatment. This means you would live in a treatment home while you get the help you need. Your outpatient chemical dependency treatment agency will refer you to residential treatment if you need it.

## How can you get this kind of help?

You may make the choice yourself or you and your PCP may decide it would be helpful for you to get drug or alcohol treatment. Your care coordinator will help you get what you need and be sure you know where to go for services. You may also go to a chemical dependency treatment provider who works with Molina without getting a referral (permission) from your PCP.

## Who provides drug or alcohol treatment services?

Molina works with chemical dependency treatment agencies in your area to provide chemical dependency treatment.

## Is my treatment confidential?

All details about drug or alcohol treatment are confidential. It may not be shared unless you say it can be shared. Sometimes you need to make sure other people like your PCP, care coordinator and case managers know if you have a problem with alcohol or drugs because they can work as a team to help. If that is the case, you will be asked to sign a form that says your details can be shared.



You have choice about the way you can receive your health care

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## **What if you need mental health care? How will you get it if you enroll in WMIP?**

You can go to a Community Mental Health Center for medicine, therapy or other services if that is what you do now.

You will also have 12 mental health visits if you are in Molina (please see the benefits on page 8. If you need more than 12 visits or you want to receive mental health services through the mental health agencies in your area, your care coordinator will make sure you know how to get those services.

### **Will mental health services be changed or added to WMIP later?**

Yes, in the future Molina will also cover more mental health services. DSHS will send you a notice when this is going to happen. For now, continue to get mental health services the way you do now.

### **What happens if you need help right away because of a health crisis?**

- 1) If there is a life threatening emergency call 911.
- 2) For chemical dependency crises, call the crisis line at 1-800-562-1240.
- 3) For mental health crises, call the crisis line at 1-800-584-3578.
- 4) Or you can call Molina 's 24-hour nurse line at 1-800-564-8329.





## What if you are getting long-term care services from DSHS? How will you get these services if you enroll in WMIP?

The way you get long-term care will not change if you are in WMIP. Molina will work with DSHS to make sure you get the long-term care services you need and are eligible for.

### What are long-term care services?

Long-term care services include things like:

- Personal care services you get in your home;
- Residential services like Adult Family Home, Boarding Homes, and Nursing Facility Services;
- Home-Delivered Meals;
- Adult Day Services;
- Modifications such as wheelchair ramps to your home;
- Nursing Services, etc.

### What will happen when DSHS adds long-term care to WMIP?

You will get a notice in the mail when DSHS adds long-term care services to WMIP. Adding long-term care means Molina will be in charge of giving you long-term care services. Molina will have a list of providers like adult family homes, nurses, and in-home providers that you must use if you stay in WMIP.





## **Can I keep my long-term care provider if I stay in WMIP after long-term care is added?**

Molina will make every effort to work with your provider. If your long-term care provider is not on their list, you may want to leave WMIP and go back to Fee-for-Service or stay with Molina and pick a new provider from Molina's list. You can also ask Molina to add your provider to their group of contracted providers. It is your choice.

### **FACTS about WMIP and Long-Term Care Services:**

- A complete list of long-term care providers will not be ready by January 1, 2005, however, Molina will send you the list of long-term care providers before long-term care is added to WMIP.
- If you want to stay with WMIP and get your long-term care services, make sure your provider is on Molina's long-term care provider's list. You can also ask your Molina care coordinator for help.
- If you are part of WMIP and you need or are already getting long-term care services, Molina will work with DSHS to make sure you get what you need and are eligible for.
- If Molina doesn't work with your long-term care providers after long-term care is added to WMIP, you can disenroll and get your services from DSHS the way you do now.



### Step-by-step

#### Is managed care right for me?

This worksheet is for your own use - do not send it in. It gives you important things to think about before you make your choice.

### Worksheet

**First,** make a list of your doctors, counselors, pharmacists and other health care providers. Call Molina at 1-800-869-7165. Ask if your doctors, counselors, pharmacists and other health care providers are going to provide healthcare to WMIP clients on .

**Second,** ask yourself the following questions:

- |  |                           |                          |
|--|---------------------------|--------------------------|
| 1) Will I be able to see my health care providers, who are important to me, if I switch to Molina? | <input type="radio"/> YES | <input type="radio"/> NO |
| 2) Am I having trouble finding a doctor?   | <input type="radio"/> YES | <input type="radio"/> NO |
| 3) Do I have more health problems than most people?  | <input type="radio"/> YES | <input type="radio"/> NO |
| 4) Do I need help with drug or alcohol treatment?  | <input type="radio"/> YES | <input type="radio"/> NO |

**Third,** ask your health care providers if they can still be your doctors if you decide to enroll in WMIP and later on, if you decide not to be in WMIP.

Managed care may be a good choice for you where you answered "yes." For the questions with a "no" you may not want to be in WMIP. You must decide what is important to you and give more weight to those questions.

Once you have made your choice you can do one of two things:

- 1) **NOTHING!** That means you have decided to be enrolled in WMIP. You will be enrolled with Molina on . **OR**
- 2) **Call Medical Assistance** by at 1-800-562-3022, and let us know you don't want to be enrolled with Molina. Or send in the form on page 19.



**You have choice about the way you can receive your health care**

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## **What if you are a member of a federally recognized American Indian Tribe or are Alaskan Native.**

If you are a federally recognized American Indian, Alaskan Native or if you are eligible for Indian Health Services (IHS) you have three choices:

- 1)** You can get your health care from in a Tribal clinic or health center that is run by a tribe, Indian Health Services, or an urban Indian Organization.
- 2)** You can get your health care from the health care providers who work with Molina. You must enroll in WMIP to get your health care from Molina.
- 3)** Or, you can go to any doctor or other provider who takes your medical ID card. This is called fee-for-service or "open coupon." Before you decide, it's a good idea to call the doctors and other health care providers you want to use to be sure they will take you as a fee-for-service patient (that they will accept your medical ID card).

### **Call to tell us which of the three choices you want**

If you are American Indian, Alaskan Native or eligible for Indian Health services, please call us at 1-800-562-3022 and tell us which of these three choices you want.

### **What happens if you get enrolled in WMIP and want to remain with your tribal clinic or fee-for-service?**

Call DSHS at 1-800-562-3022. You will not have to wait to switch back over to your tribal clinic or fee-for-service providers; OR

Go to your tribal clinic and let them know. They have a form they can use to get you disenrolled from WMIP.



## Washington Medicaid Integration Partnership

### Exemption/Disenrollment Request

- ☒ I am happy with the way I receive my health care now and do not want to be in the Washington Medicaid Integration Partnership (WMIP) Project.

My name is: \_\_\_\_\_

My PIC, Case, or Assistance Unit Number: \_\_\_\_\_

My Date of Birth: \_\_\_\_\_

My Social Security Number: \_\_\_\_\_

- ☐ Please check here if you are currently enrolled in Molina Integration (look for the letters "MINT" on your Medical ID Card) and you have had **NO** services (doctor visits, emergency room, etc.) this month.
- ☐ Please check here if you are currently enrolled in Molina Integration ("MINT" on your Medical ID Card) and you have had **SOME** services (doctor visits, emergency room, etc.) this month.

Your signature: \_\_\_\_\_

Date: \_\_\_\_\_

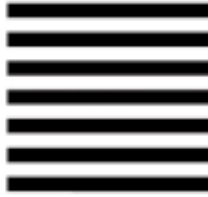
Refold the form with the business reply address on the outside and send it to us. (No postage is needed).



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 256 OLYMPIA WA

POSTAGE WILL BE PAID BY ADDRESSEE



DEPARTMENT OF SOCIAL & HEALTH SVCS  
HEALTHY OPTIONS  
PO BOX 45505  
OLYMPIA WA 98599-5505





## Do you need to find a Primary Care Provider (PCP)?

When you are in managed care, you get most or all of your care from a health care provider who is called your PCP.

To know more about PCP's:

- 1) Call Molina at 1 (800) 869-7165. This is the fastest way.
- 2) Cut this page out and send in this reply to get a list of PCP's who contract with Molina in Snohomish county.

If you choose to send in this form, do it right away. Refold the form with the business reply address on the outside and send it to us. (No postage is needed).

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt. \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

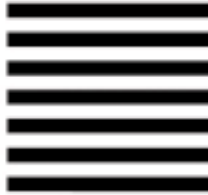
Telephone Number: \_\_\_\_\_



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 256 OLYMPIA WA

POSTAGE WILL BE PAID BY ADDRESSEE



DEPARTMENT OF SOCIAL & HEALTH SVCS  
HEALTHY OPTIONS  
PO BOX 45530  
OLYMPIA WA 98599-5530

